



Debt  
Collection



# Powerful Proven Debt Collection Techniques



1 Day Course



Classroom or Virtual  
Blended Training







## About the Course

 **Classroom:** R 4, 650 Excl. VAT | **Virtual Training:** R 3, 940 Excl. VAT

Collecting debt is stressful. In tough economic times, it becomes even more stressful as companies are faced with rising numbers of defaulting debtors and unpaid accounts.

In this environment, effective collectors need to consistently find new communication strategies, apply proven collection techniques and use proven systems to maximise collections from slow or potentially bad debtors. No one is going to take a collector seriously who is unprepared, hesitant or intimidated. Collections staff need to continually improve if they are to going to stand a chance of meeting their collection targets.

This intensive 1 day **Powerful Proven Debt Collecting Techniques** course, with an experienced collections specialist, will demonstrate the latest strategies to collect outstanding debts while maintaining a positive customer relationship.

-  [View Public Dates](#)
-  1 Day
-  Accessible from any Location on any Device
-  Certificate of Attendance

**Delegates will discuss different strategies, techniques and systems that the debtor's team can use to maximise their collections, and even turn around slow or delinquent debtors.**

## What you will learn

- Successful ways to approach the subject of receiving payment
- The most common non-payment excuses and how to handle them
- Innovative options for initiating a debt collection call and "breaking the ice"
- Creative methods of securing the overdue payment
- The proven debt collection "Ladder of Success"
- Telephone techniques to increase your effectiveness
- The importance of call preparation
- Knowing what you can and cannot say during a debt collection call
- Techniques for taking the emotion out of discussing owed monies
- The importance of listening to what the customer is saying
- Creative methods of securing the overdue payment

**Who should attend**

This course will benefit anyone who is responsible for calling customers to facilitate their payment of an overdue account.



"It was a very informative and helpful course that has given me a lot of clarity in various areas to improve my collection rate."

**- Senior Collections Clerk,  
Thuthukani Financial Services**

# Course Programme Agenda

## Importance of Customer Service During the Telephone Debt Collecting Process

- Identifying and ensuring the lifetime value of a particular client
- Why clients quit and where they go
- Maximising on good experiences
- Choosing the right approach : a phone call, a letter or a visit
- The importance of first impressions

## Building a Relationship with the Debtor

- Getting the client on your side
- Looking after your contacts
- Developing long-term working relationships
- The role of consistency

## Telephone Debt Collecting Call Preparation

- The vital importance of getting the background information in order
- Determining the best approach
- Noting and overcoming repeated excuses
- Using back-up documentation

## Key Elements of a Successful Debt Collecting Call

- Making contact with the "correct" person
- The importance of getting confirmation of the outstanding amount
- Probing and drawing information regarding the delay of payment
- Negotiating a win-win solution with the debtor
- Achieving commitment to pay

## Telephone Mannerisms for Improved Telephone Debt Collecting

- Basic call etiquette
- Developing rapport and empathy
- Verbally conveying understanding without condescension
- Using effective listening skills
- Effective questioning techniques
- Structuring and controlling the call

## Conveying your Message Politely but Firmly

- Phrases and words to avoid
- Applying the most effective approach
- Using your voice to convey the right message
- Signing off

## Creating Supporting Documentation

- Developing a "Paper Trail"
- What information to keep
- Value of noting each call
- Logging your progress with each debtor

## Matching your Telephone Debt Collecting Approach to the Personality Type

- Collecting debt from a Complaining Customer
- Collecting debt from a Confused Customer
- Collecting debt from an Emotional Customer
- Collecting debt from a Talkative Customer

## Ways of Securing Payment

- Creative solutions to payment problems
- Investigating the use of part payments
- Offering a settlement discount
- Levying an overdue interest
- When all else fails; using collection agencies and lawyers' letters

## The Debt Collecting "Ladder of Success"

- Empathising with the client
- Asking the right questions
- Recapping or rephrasing your conversation
- Offering solutions
- Handling objections effectively
- Agreeing on a payment plan

## The Law and Ethics for Debt Collection

- Confidentiality of information
- When you can and cannot call for money
- Rule relating to "Threat of litigation"
- Options for "black-listing" a client



## Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



### Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

\*Classroom training (Johannesburg only) and **Blended / Virtual Training** (nationwide) is available.



### Onsite / In-House Training

Have a **group of delegates** and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

\*Classroom training (nationwide) and **Blended / Virtual Training** (nationwide) is available.

Blended training is available on these popular platforms:



## Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Provides a Great Networking Opportunity

## Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



### CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email [cassidy@cbm-training.co.za](mailto:cassidy@cbm-training.co.za). Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



## Interested? Here's the Next Step



### SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

[Request a Quotation](#)



### HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent (*available during business hours only*).

Alternatively, call us on +27 (0)11 454 5505 or email [info@cbm-training.co.za](mailto:info@cbm-training.co.za).

## ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

## GET IN TOUCH

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